

COUNTY OF LOS ANGELES - DEPARTMENT OF MENTAL HEALTH
PROGRAM SUPPORT BUREAU

Departmental Quality Improvement Council Meeting

A G E N D A

September 9, 2013

9:00 – 10:30 a.m.

550 S. Vermont Ave., 9th Floor Conference Room

Los Angeles, CA 90020

Timothy Beyer, Ph.D. Chair

Carol Eisen, M.D., Co-Chair

I	9:00 - 9:05	Introductions & Review of Minutes	QIC Members
II	9:05 – 9:35	SA QIC Reports & Countywide Children's QIC Report	SA QIC Chairs/ Co-Chairs
III	9:35 – 9:40	Cultural Competency Committee Report	S. Chang- Ptasinski
IV	9:40 – 9:45	Clinical Quality Improvement ➤ OMD Report	C. Eisen
V	9:45 – 9:50	Scheduling Clinical Appointments Policy #202.43	M. O'Donnell
VI	9:50 – 9:55	PRO	M. Hernandez
VII	9:55 – 10:05	QI Champion – QI 101 Notebook	K. Salvaggio
VIII	10:05 – 10:20	EPSDT Monitoring Report	V. Joshi
IX	10:20 – 10:30	MHSIP Survey Update	T. Beyer
	Announcements:	State Review Protocol Training September 12 th in San Bernardino 11:30 am – 1:30 pm.	T. Beyer

Next Meeting

November 4, 2013

9:00 – 10:30 a.m.

550 S. Vermont Ave.

10th Floor Conference Room

Los Angeles, CA 90020

**COUNTY OF LOS ANGELES – DEPARTMENT OF MENTAL HEALTH
QUALITY IMPROVEMENT COUNCIL (QIC) Minutes**

Type of Meeting	Departmental Quality Improvement Council	Date:	September 9, 2013	
Place	550 S. Vermont Ave., 9 th Floor Conf. Rm	Start Time:	9:00 a.m.	
Chairperson	Timothy Beyer, Ph.D.	End Time:	10:30 a.m.	
Co-Chair Person	Carol Eisen, M.D.			
Members Present	Alan Lert; Alex Medina; Alyssa Bray; Anahid Assatourian; Barbara Paradise; Bertrand Levesque; Claudia Fierro; Diana Wang; Elizabeth Owens; Gassia Ekizian; Greg Tchakmakjian; Helena Ditko; Jessica Wilkins; Karen Lee; Kimber Salvaggio; Kumar Menon; Leticia Ximenez; Lisa Harvey; Lupe Ayala; Maria Gonzalez; Martin Hernandez; Mary Ann O'Donnell; Mary Crosby; Megha Reddy; Michael Tredinnick; Michele Munde; Michelle Rittel; Misty Aronoff; Monika Johnson; Ruth Mandermach; Sandra Chang-Ptasinski; Staci Atkins; Timothy Beyer; Vandana Joshi.			
Excused/Absent Members	Angela Kahn; Ann Lee; Carol Eisen; Debi Berzon-Leitelt; Emilia Ramos; Kari Thompson; Leah Carroll; Lisha Singleton; Trudy Washington			
Agenda Item & Presenter	Discussion and Findings		Decisions, Recommendations, Actions, & Scheduled Tasks	Person Responsible
Call to Order & Introductions	The meeting was called to order at 9:00 a.m.		Introductions were made.	T. Beyer
Review of Minutes	The August minutes were reviewed.		Minutes were reviewed and approved with the requested changes.	QIC Membership

Agenda Item & Presenter	Discussion & Findings	Decisions, Recommendations, Actions, & Scheduled Tasks	Person Responsible
SA QIC Liaison Reports	SA 1: Surveys were completed and collected.	Next meeting: September 3, 2013.	B. Paradise
	SA 2 Adult: Children and Adult QIC meetings were combined for the survey training. Information from previous Dept. QIC meeting was disseminated.	Next meeting: September 19, 2013.	K. Salvaggio
	SA 2 Children: No report.		M. Rittel
	SA 3: At the last meeting, Dr. Beyer conducted the State Performance Outcomes Survey training. Information from the previous Dept. QIC meeting was disseminated.	Next meeting: September 18, 2013.	B. Levesque
	SA 4: State Performance Outcomes Survey training was conducted. Information from previous Dept. QIC meeting was disseminated.	Next meeting: October 15, 2013.	A. Bray
	SA 5: Dark in August. All surveys were collected. Patient Rights Office will present at next meeting.	Next meeting: September 10, 2013.	M. Johnson
	SA 6: All surveys were completed and collected. Information from previous Dept. QIC meeting was disseminated. SA 7: No report	Next meeting: September 26, 2013.	S. Atkins
			L. Ayala

Agenda Item & Presenter	Discussion & Findings	Decisions, Recommendations, Actions, & Scheduled Tasks	Person Responsible
SA QIC Liaison Reports	SA 8: Dark in August. State Performance Outcomes survey training was held.	Next meeting: September 18, 2013.	M. Aronoff
Countywide Children's	Dark in August, September and October.	Next meeting: November 14, 2013.	L. Harvey
Cultural Competency Committee	Meetings continue on the 2 nd Wednesday of every month. The CCC is featuring a panel presentation event on "Rites of Passage in Adolescence and Childhood." The presentation is scheduled for 9/24/13, at 8:50 – 11:30 am. Dr. Southard will be presenting at the CCC meeting on September 11 sharing views regarding cultural competency.	Next meeting: September 11, 2013. 550 10 th Fl. Conf. Rm. at 1:30 – 3:30 pm. If you are interested in attending the Rites of Passage in Adolescence and Childhood presentation, please contact Dr. Borkheim at (213) 251-6740, seating is limited.	S. Chang-Ptasinski
Clinical Issues OMD	E-prescribing will be implemented by the end of December. This is only for the directly operated clinics.	Any questions regarding unfunded clients please contact Kim Russell at (213) 738-4725.	K. Lee
Scheduling Clinical Appointments Policy #202.43	Ms. O'Donnell distributed and reported on the new Scheduling Clinical Appointments and Associated Documentation Policy. The policy was presented and discussed in detail including the requirement for quality review of appointment scheduling documentation. Each program shall implement quality review procedures, including corrective actions, to ensure that clinic appointment requests are scheduled within the timeframes established.	The new policy (#202.43) is effective 8-15-13.	M. O'Donnell

Agenda Item & Presenter	Discussion & Findings	Decisions, Recommendations, Actions, & Scheduled Tasks	Person Responsible
Patients' Rights Office	PRO continues to disseminate information on beneficiary rights and state regulations. If you are interested in a presentation at your SA QIC meeting please contact Martin Hernandez from the Patients' Rights Office.	PRO Information needs to be readily available for the consumer. It's the provider responsibility to offer materials to all consumers.	M. Hernandez
QI Champion – QI 101 Notebook	Ms. Salvaggio presented a mini in-service called "QI 101." She provided a handout and her presentation was very helpful.	Most of the QI documents featured on the handout are posted on the DMH/QI website.	K. Salvaggio
EPSDT Monitoring Report	Dr. Joshi distributed a Power Point presentation on Early and Periodic, Screening, Diagnosis, and Treatment Performance Improvement Project (EPSDT PIP). Dr. Joshi provided a brief background on the LAC-DMH EPSDT PIP. It was a non-clinical, administrative PIP initiated in 2008 and completed on June 30 th 2011. The project was designed to identify high cost utilizing clients and to develop interventions to reduce cost by providing effective and appropriate services.	Reports are created and made available to providers each quarter.	V. Joshi
MHSIP Survey Training	The survey period is now over and completed surveys are being collected.	Completed surveys are due to PSB-QID by 9-11-13. For information please contact Mary Crosby at (213) 251-6736.	T. Beyer M. Crosby
Announcements:	<ul style="list-style-type: none"> ➤ Annual State Protocol training for SCQIC will be held 9-12-13, in San Bernardino from 11:30 am to 1:30 pm. ➤ Dr. Naga Kasarabada has been named the new District Chief for the QI Division. ➤ Dr. Ximenez announced that Cultural Competency shares an article once a month in the eNews column. 		
Handouts:	<ul style="list-style-type: none"> ➤ Scheduling Clinical Appointments Policy #202.43 ➤ QI 101 Notebook Handout ➤ EPSDT PIP Power Point Presentation Handout ➤ EPSDT Monitoring Report – User's Guide 		
Next Meeting:	November 4, 2013		

Respectfully Submitted,

Timothy Beyer, Ph.D.